GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA

UNSTARRED QUESTION NO:3388
ANSWERED ON:22.03.2017
Open House to Address Grievances
Antony Shri Anto

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

(a) whether the Government is planning to organise open houses to redress the problems related to the issuance of visa, passport and Overseas Citizens of India (OCI) card under the jurisdiction of Indian Mission in the United States of America;

(b) if so, the details thereof;

(c) whether the Government proposes to extend such open houses in all of our missions abroad;

(d) if so, whether the Government has received any representation in this regard; and

(e) if so, the details thereof and the response of the Government thereto?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS
[GEN. (DR) V. K. SINGH (RETD)]

(a) & (b) Indian Missions and Posts in the United States of America are conducting an "Open House" to listen to the grievances of the community related to issuance of visa, passport and OCI cards twice every month (on first and third Wednesdays) where the senior officers of the Mission/Post are attending to the problems/grievances of the community related to issue of visa, passport and OCI cards and have been making sincere efforts to redress the same. For all such meetings, no prior appointment is required, anybody can walk in and the grievances/enquiries are handled immediately.

(c) to (e) In response to public sentiments, all Indian Missions and Posts have been requested to hold open houses to redress issues faced by the Indian community in respective countries. The details are to be displayed on the website of the Mission/Post. Open houses are now regularly held at various levels, including at the level of the Head of Mission/Post. Consular Officers in all Indian Missions and Posts abroad are available on every working day to meet and handle general queries and grievances of the members of the public during designated hours for submission of the applications for various services.

There is also a designated nodal officer in each Mission/Post abroad whose contact details/coordinates are displayed on the website of the Mission/Post and within the chancery premises to enable Indian citizens to contact them during emergencies round the clock. In all Indian Missions/Posts abroad, a 24x7 Helpline has been established to deal with issues of urgent nature.

All the Indian Missions and Posts abroad have a Twitter handle to institutionalise their engagement on social media and to ensure that help reaches to all those who need it.